

HUMAN RESOURCE ASSISTANT ROLE

Role Summary

The Human Resource Assistant Role consists of three grade levels (11-12). Incumbents coordinate and provide agency-wide support of human resource issues such as the review and maintenance of human resource data on the Statewide Accounting, Budget, and Human Resource System (SABHRS), maintain and track database systems, schedule and prepare training classes, selection and recruitment, classification, and presentation of training on established policies and procedures. Primary contacts are with the division administrator, department management and staff, State Personnel Division, bargaining unit representatives, department staff, and the public.

Working Conditions

Considerable mental stress and pressure due to issues, workload, deadlines, time constraints, controversial or adversarial situations, and significance of decisions made.

Education and Experience

- Grade 11: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and three years of administrative office experience including using personal computers and advanced use of word processing, database, graphics/publishing, and/or presentation software and one-year of human resource experience including recruitment and selection. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 12: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to two years of human resource experience including recruitment and selection and assisting with classification reviews. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.

- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 11

Predominant/Essential Duties

- Advise employees and hiring authorities on recruitment and selection issues.
- Ensure consistent and fair application of human resource policies and procedures.
- Maintain selection and recruitment process.
- Review and maintain human resource data on SABHRS.
- Review behavior-based selection criteria for consistency.
- Act as Training and Education Coordinator.
- Maintain training database.
- Coordinate training classes (send out notices, register participants, prepare handouts, completion certificates, etc.).
- Make all preparation arrangements for classes (rooms, equipment, refreshments, etc.).
- Design, format, and type various documents in draft and final form, such as complex training booklets and presentations using PowerPoint software and less complex documents such as letters, memos, and manuals.
- Create and design brochures and other publications and documents using advanced graphic and/or publishing software.
- Design spreadsheets determining methods and procedures to properly prepare and produce spreadsheets.
- Proofread and edit the more detailed and complex documents using established process guidelines.
- Advise supervisor on recommendations for improving and streamlining office procedures.
- Establish methods, procedures, and deadlines for specific clerical support projects.
- Responsible for special projects as assigned.
- Act as a liaison between the staff and related divisions.

Grade 12

Predominant/Essential Duties

- Advise employees and hiring authorities on recruitment and selection issues.
- Ensure consistent and fair application of human resource policies and procedures.
- Implement and maintain selection and recruitment process.

- Review and maintain human resource data on SABHRS.
- Review behavior-based selection criteria for applicability, legality, and consistency.
- Assist with classification reviews.
- Assist payroll/benefit specialists with payroll issues.
- Prepare customized reports.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart - Human Resource Assistant Role

Competencies	Grade 11 Under Guidance	Grade 12 Under Guidance
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	B	B
Demonstrated knowledge of the organization's mission, vision, goals, and organizational structure.	A	B
Demonstrated ability to think creatively and recommend innovative solutions.	A	B
Pro-actively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions and results. Follow issues through to completion.	B	B
Demonstrated ability to timely and consistently communicate role-related rules, policies, and procedures.	A	B
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	B	B
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	A	A
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	B	A
Demonstrated research skill relative to the role.	B	A
Demonstrated knowledge of competency based evaluation system.	A	B
Demonstrated ability to maintain strict confidentiality regarding sensitive information, tax, and revenue matters.	C	C

Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.